Listing of Claims

Please cancel claims 1 and 7.

Please replace claims 2-6, 8, 10-14, 26, 33, and 38 with the following amended claims 2-6, 8, 10-14, 26, 33, and 38 as follows:

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1. (Canceled)

2. (Currently Amended) The method of claim ~~1~~ 5, wherein the resolving step includes the further steps of selecting and dispatching appropriate help information to the user.

3. (Currently Amended) The method of claim ~~1~~ 5, wherein the resolving step includes the further step of locating an alternative resource to substitute for a failed resource associated with the intercepted error.

4. (Currently Amended) The method of claim ~~1~~ 5, further comprising the step of prioritizing errors when there is more than one error still unresolved at any given time.

5. (Currently Amended) ~~The method of claim 1, further comprising the step of~~ A method for tracking and processing errors in a distributed computer system, the method comprising the following steps:

utilizing an error detection system to intercept an error event from one of a plurality of applications;

propagating appropriate error alerts to relevant subsystems;

filtering errors that require different levels of response; and

resolving the error event.

6. (Currently Amended) The method of claim ~~1~~ 5, further comprising the step of directing errors to resources capable of assisting in resolving the error.

7. (Cancelled)

8. (Currently Amended) The method of claim ~~7~~ 13, wherein the resolving step includes the further step of dispatching appropriate help information to the system element from which the error event originated.

9. (Previously Added) The method of claim 8, further comprising the step of dynamically updating the help information.

10. (Currently Amended) The method of claim ~~7~~ 13, further comprising the steps of: receiving a query for help information from one of ~~said~~ the plurality of system elements;

providing help information in response to the help query; and

dynamically updating the help information.

11. (Currently Amended) The method of claim ~~7~~ 13, wherein the resolving step includes the further step of locating an alternative resource to substitute for a failed resource associated with the intercepted error event.

12. (Currently Amended) The method of claim ~~7~~ 13, further comprising the step of prioritizing the error events when there is more than one error event still unresolved at any given time.

13. (Currently Amended) ~~The method of claim 7, further comprising the step of~~ A method for tracking and processing errors in a distributed computer system, the method comprising the following steps:

utilizing an error detection system to intercept an error event from one of a plurality of system elements;

creating an error package related to the error event;

propagating appropriate error alerts to one or more relevant system elements;

filtering the error events that require different responses; and

resolving the error event using information contained within the error package and resources available within the distributed computer system.

14. (Currently Amended) The method of claim ~~7~~ 13, further comprising the step of directing the error events to resources capable of assisting in resolving the error event.

15. (Currently Amended) A method for processing an error occurring in a system element operating in a computer system having a central-resource, the method comprising the steps of:

receiving an error message at ~~said~~ the central-resource from ~~said~~ the system element indicating the occurrence of an error associated with ~~said~~ the system element;

referencing an error-resource having a plurality of assistance options;

selecting an assistance option from ~~said~~ the plurality of assistance options in accordance with ~~said~~ the error message; and

providing ~~said~~ the assistance option to ~~said~~ the system element substantially immediately following ~~said~~ the receiving step.

16. (Currently Amended) The method of claim 15, further comprising the steps of:

receiving a help query from one of the plurality of system elements;

providing help information in response to the help query; and

dynamically updating the help information.

17. (Currently Amended) The method of claim 15, wherein ~~said~~ the providing step further comprises the step of dispatching help information to the system element associated with the error, where the dispatching step is performed substantially immediately after the receiving step.

18. (Previously Added) The method of claim 17, further comprising the step of dynamically updating the help information.

19. (Previously Added) The method of claim 17, further comprising the step of investigating the error by soliciting additional information about the occurrence of the error from the system element associated with the error.

20. (Previously Added) The method of claim 15, further comprising the step of determining a preferred assistance option based on previous assistance options provided in response to an error; and wherein the selecting step includes selecting the preferred assistance option.

21. (Currently Amended) The method of claim 15, wherein ~~said~~ the error-resource comprises a database containing information regarding resolution of errors and bypassing of errors.

22. (Currently Amended) The method of claim 15, further comprising the step of determining the priority of ~~said~~ the error relative to any outstanding errors.

23. (Currently Amended) The method of claim 15, further comprising the step of generating an information-package in response to ~~said~~ the receiving step; wherein ~~said~~ the information-package comprises an error-identification, and at least one of a system identification, an application identification, a time stamp, a location, a priority, and an internal state.

24. (Currently Amended) The method of claim 15, further comprising the step of propagating an error alert to one or more components of ~~said~~ the computer system that may be affected by the occurrence of ~~said~~ the error.

25. (Currently Amended) The method of claim 15, wherein ~~said~~ the receiving step further comprises the steps of:

determining whether a connection exists between ~~said~~ the system element and ~~said~~ the central-resource;

transmitting ~~said~~ the error message from ~~said~~ the system element to ~~said~~ the central resource when ~~said~~ the connection exists; and

when ~~said~~ the connection does not exist, queuing ~~said~~ the error message for later transmission to ~~said~~ the central resource.

26. (Currently Amended) A method for processing an error occurring in a distributed computer system having a centralized error processor and a plurality of system elements, the method comprising the following steps:

receiving a signal indicating an error associated with one of the system elements;

dispatching assistance to ~~said~~ the system element associated with ~~said~~ the error;

propagating an error alert message to one or more other system elements that may be affected by ~~said~~ the error;

prioritizing ~~said~~ the error relative to other errors not yet resolved;

applying an error filter to ~~said~~ the error to determine one or more appropriate responses to ~~said~~ the error;

selecting one or more assistance options from the one or more appropriate responses in order to resolve ~~said~~ the error; and

resolving ~~said~~ the error according to ~~said~~ the selected assistance option.

27. (Previously Added) The method of claim 26, wherein the resolving step includes the further step of locating an alternative resource to substitute for a failed resource associated with the error.

28. (Previously Added) The method of claim 26, wherein the assistance includes help information, the method further comprising the step of dynamically updating the help information.

29. (Currently Amended) The method of claim 26, further comprising the steps of:

receiving a query for help information from one of ~~said~~ the plurality of system elements;

providing help information in response to the query; and

dynamically updating the help information.

30. (Previously Added) The method of claim 26, further comprising the step of investigating the error by soliciting additional information about the occurrence of the error from the system element associated with the error.

31. (Currently Amended) The method of claim 26, further comprising the step of generating an information-package in response to ~~said~~ the receiving step; wherein ~~said~~ the information-package comprises an error-identification, and at least one of a system identification, an application identification, a time stamp, a location, a priority, and an internal state.

32. (Currently Amended) A system for tracking and processing errors that occur in a distributed computer system, wherein ~~said~~ the system comprises:

a resource server for processing ~~said~~ the errors;

a database of information accessible to ~~said~~ the resource server and useful in resolving and bypassing said errors;

a routing server for contemporaneously directing messages and responses to ~~said~~ the errors to and from components of ~~said~~ the distributed computer system; and

a filter for sorting said errors of different error types and directing ~~said~~ the errors through ~~said~~ the routing server to different components of ~~said~~ the distributed computer system in accordance with the error type.

38. (Currently Amended) A computer readable medium encoded with processing instructions for implementing a method for tracking and processing errors in a distributed computer system, the method comprising the steps of:

utilizing ~~a centralized~~ an error detection system to intercept an error event from one of a plurality of system elements;

~~upon the interception of the error event from one of said system elements,~~

creating an ~~informative~~ error package related to the error event;

filtering errors that require different levels of response;

propagating appropriate error alerts to one or more relevant system elements; and

resolving the error event using ~~the~~ information contained within the ~~informative~~ error package and resources available within ~~said~~ the distributed computer system.

34. (Currently Amended) A computer readable medium encoded with processing instructions for implementing a method for processing an error occurring in a system element operating in a computer system having a central-resource, the method comprising the steps of:

receiving an error message ~~at said central resource~~ from ~~said~~ the system element indicating the occurrence of an error associated with ~~said~~ the system element;

referencing an error-resource having a plurality of assistance options;

selecting an assistance option from ~~said~~ the plurality of assistance options in accordance with ~~said~~ the error message; and

providing ~~said~~ the assistance option to ~~said~~ the system element ~~said~~ the substantially immediately following ~~said~~ the receiving step.

35. (Currently Amended) The computer readable medium of claim 34, wherein the method further comprises the step of determining the preferred assistance option based on previous assistance options provided in response to ~~an~~ the error; and wherein the selecting step includes selecting the preferred assistance option.

36. (Currently Amended) A computer readable medium encoded with processing instructions for implementing a method for processing an error occurring in a distributed computer system having ~~a centralized~~ an error processor and a plurality of system elements, the method comprising the following steps:

receiving a signal indicating an error associated with one of the system elements;

dispatching assistance to ~~said~~ the system element associated with ~~said~~ the error;

propagating an error alert message to one or more other system elements that may be affected by ~~said~~ the error;

prioritizing ~~said~~ the error relative to other errors not yet resolved;

applying an error filter to ~~said~~ the error to determine one or more appropriate responses to ~~said~~ the error;

selecting one or more assistance options from ~~said~~ the one or more appropriate responses in order to resolve ~~said~~ the error; and

resolving ~~said~~ the error according to ~~said~~ the selected assistance option.

37. (Currently Amended) The computer readable medium of claim 36, wherein the method further comprises the step of determining ~~the~~ a preferred assistance option based on previous assistance options provided in response to ~~an~~ the error; and wherein the selecting step includes selecting the preferred assistance option.

38. (Currently Amended) An apparatus for tracking and processing errors in a distributed computer system, comprising:

a processor; and

a memory in operative connection with the processor for storing processing instructions enabling the processor to:

utilize ~~a centralized~~ an error detection system to intercept an error event from one of a plurality of system elements;

~~upon the interception of the error event from one of said system elements,~~

creating an ~~informative~~ error package ~~related to the error event~~;

filter errors that require a different level of response;

propagate appropriate error alerts to one or more relevant system elements; and

resolve the error event using ~~the~~ information contained within the ~~informative~~ error package and resources available within ~~said~~ the distributed computer system.

39. (Currently Amended) An apparatus for processing an error occurring in a system element operating in a computer system ~~having a central resource~~, comprising:

a processor; and

a memory in operative connection with the processor for storing processing instructions enabling the processor to:

receive an error message ~~at said central resource~~ from ~~said~~ the system element indicating the occurrence of an error associated with ~~said~~ the system element;

reference an error-resource having a plurality of assistance options;

select an assistance option from ~~said~~ the plurality of assistance options in accordance with ~~said~~ the error message; and

provide ~~said~~ the assistance option to ~~said~~ the system element substantially immediately following ~~said~~ the receiving step.

40. (Currently Amended) The apparatus of claim 39, wherein the processor is further enabled to: determine ~~the~~ a preferred assistance option based on previous assistance options provided in response to an error; and to select the preferred assistance option.

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41. (Currently Amended) An apparatus for processing an error occurring in a distributed computer system having ~~a centralized~~ an error processor and a plurality of system elements, comprising:

a processor; and

a memory in operative connection with the processor for storing processing instructions enabling the processor to:

receive a signal indicating an error associated with one of the system elements;

dispatch assistance to said system element associated with said error;

propagate an error alert message to one or more other system elements that may be affected by said error;

prioritize said error relative to other errors not yet resolved;

apply an error filter to said error to determine one or more appropriate responses to said error;

select one or more assistance options from said one or more appropriate responses in order to resolve said error; and

resolve said error according to said selected assistance option.

42. (Currently Amended) The apparatus of claim 41, wherein the processor is further enabled to: determine ~~the~~ a preferred assistance option based on previous assistance options provided in response to an error; and to select the preferred assistance option.